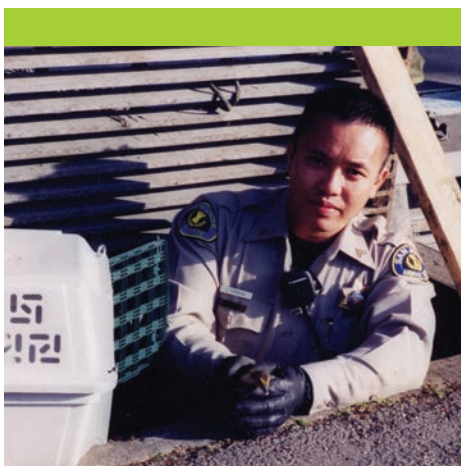




Deputy Director, Public Works Animal Care and Services





THE CITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San Jose’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay as well as start-ups and advanced manufacturing.

San Jose’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara

University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policymaking role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community’s needs. The City actively engages with members of the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, Dolce Hayes Mansion and Conference Center, and the SAP Center San José – home of the National Hockey League’s San José Sharks.

City operations are supported by 6,412 positions and a total budget of close to \$4 billion for the 2018-2019 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit



ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at www.sanjoseca.gov.

THE PUBLIC WORKS DEPARTMENT

The Department of Public Works is guided by the City employee values:

- Integrity
- Excellence
- Innovation
- Collaboration
- Respect
- Celebration

Public Works is one of the largest Departments in the City of San José and consists of a staff of 573 with an annual operating budget of \$110 million. The Department has a wide range of responsibilities, including the development and implementation of the City’s capital improvement program, management of the City’s fleet and facilities assets, engineering review and approval of land development proposals, and animal care and services.

The Director’s Management Team includes the Assistant Director and four Deputy Directors with responsibility for these services. The Department is organized into ten functional areas: Facilities Management, Fleet Management, Animal Care and Services, Development Services, City Facilities Architectural Services, Engineering Services, Transportation and Hydraulics Services, Radio and Communications, Labor Compliance; and the Director’s Office/Administrative Services.

ANIMAL CARE AND SERVICES

Mission Statement

“It is the mission of San Jose Animal Care & Services to provide a welcoming and humane place for animals and those who care for them; to protect, educate and serve the public; to develop programs that improve the lives of people and animals; and to create opportunities for our community and supporters to help us succeed.”

The City of San Jose's Animal Care Center was built in 2004, and provides shelter and field services to 1.2 million residents and 18,000 animals annually for San José and the adjacent cities of Cupertino, Los Gatos, Milpitas, and Saratoga. Animal Care & Services (ACS) is a full-service division that offers the community many valuable programs and services. Within ACS are four units:

Field Operations - Highly trained Animal Services Officers respond to approximately 24,000 calls for service annually and conduct enforcement activity including criminal investigations, stray animal control, dangerous dog cases, and rabies/license compliance. One of the staff veterinarians has a master's degree in veterinary forensics and supports officers in evidence collection. Requests from the public are received by phone and online and are handled by a dispatch unit that has primary responsibility for answering most incoming calls and routing service requests to the field.

Medical Operations - Medical personnel conduct 10,000 spay/neuter surgeries per year for shelter animals and through a public low-cost spay neuter clinic. Advanced procedures include digital x-ray, on site blood analysis, dental procedures/ extractions, major surgery, and orthopedic procedures in conjunction with board certified veterinarians. This unit also provides overall herd health management. The Medical Operations staff includes full time veterinarians who are part of the executive team.

Shelter Operations - Shelter personnel provide care and adoptions for approximately 18,000 animals a year. This group coordinates with more than 100 rescue groups and local shelters and achieved a 91% save rate in 2018. Services include contemporary practices such as open adoption, return-to-field, play groups, spot cleaning, and a commitment to the movement of animals through the system.

Administration – This group includes almost all transactional activity such as licensing, fees, billing, accounts receivable/payable, and budget tracking. It also includes much of the customer service interface and the volunteer program. Under the direction of a volunteer coordinator, volunteers help walk adoption dogs, socialize cats, provide minor cleaning, conduct play groups, fold laundry, and support various shelter activities.

THE POSITION

Reporting to the Director of Public Works, the Deputy Director of ACS will plan, organize and direct the overall management, administration, operation and maintenance of ACS activities, facilities, equipment, budget, policies, and procedures. The Deputy Director is responsible for overseeing general administration of the division including the operating budget and establishing the priorities for all service delivery elements through procedures and strategies to accomplish timely and effective utilization of available services. This position provides direct supervision over the four major units within ACS, which include hiring, training, performance evaluations and other personnel actions to ensure productivity and quality standards are maintained. The Deputy Director represents the Department Director in a variety of interdepartmental, intergovernmental, and community matters and may assume responsibility for the department's operations in the absence of the Director; represents ACS with local, state and national organizations and at professional events to develop partnerships with local community organizations and to create public support for departmental programs; identifies and pursues sources of revenue for ACS; and directs and performs special projects and strategic planning programs that impact departmental operations.

Priorities for the Deputy Director include:

- Identifying the most effective use of limited staff resources for animal care and administrative operations
- Identifying additional sources of funding and developing strategies for increasing revenue
- Continued focus on and enhancement of animal life saving programs
- Effective recruitment and retention of ACS employees
- Building and maintaining coalitions/ partnerships with various community organizations

THE IDEAL CANDIDATE

The ideal candidate is an accomplished strategic leader and creative problem solver who possesses an unwavering commitment to public service, their employees, colleagues and organization, and community. The ideal candidate will be someone who understands current animal care issues and practices, is innovative in developing animal care programs, and can build strong and lasting relationships with community partner agencies. He/she will be able to communicate effectively with the media, community groups, elected officials, staff, and executives in a way that clearly conveys the vision and benefits of ACS programs; be able to effectively analyze data in order to enhance division operations and support decisions; and must possess excellent problem-solving and writing skills. A confident decision-maker, who can adeptly and diplomatically navigate sensitive issues while encouraging innovation, cooperation and a 'let's get it done' attitude will find this role fulfilling.



Additional desirable attributes include:

- A broad range of experience in the management of both animal enforcement and shelter activities
- Experience working with both paid and volunteer staff who are passionate about animal care
- Experience coordinating and directing fund raising and other revenue generation activities
- Experience and/or training in the coordination of emergency operations
- Understanding of local government operations and how to navigate them

Finally, the ideal candidate will have demonstrated dedication to the delivery of excellence through their prior work experience.

Education and Experience

A Bachelor's degree from an accredited college or university in business, public administration, or related field;

Six (6) years of increasingly responsible experience in senior level administrative and/or analytic work in a public or private agency;

Experience managing an animal care and shelter program with an annual intake of 5,000 or more animals, which includes experience in both animal sheltering and field services is highly desirable.

COMPENSATION AND BENEFITS

The approved salary range for this position is \$116,893 - \$182,084. The actual salary shall be determined by the final candidate's qualifications and experience. In addition to the starting salary, employees in this classification shall also receive an approximate five percent (5%) on-going non-pensionable pay bonus.

The City provides an excellent array of benefits, including:

- **Retirement** – Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.
- **Health Insurance** – The City contributes 85% towards the premium of the lowest cost non-deductible plan. There are several plan options.
- **Dental Insurance** – The City contributes 100% of the premium of the lowest priced plan for dental coverage.
- **Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.
- **Holidays** – The City observes 14 paid holidays annually.
- **Deferred Compensation** – The City offers an optional 457 Plan.
- **Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.
- **Insurance** – The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.
- **Employee Assistance Program** – The City provides a comprehensive range of services through the EAP.

For more information on employee benefits, visit the City's benefits website: <http://www.sanjoseca.gov/index.aspx?NID=707>.

APPLICATION PROCESS AND RECRUITMENT SCHEDULE

The position is open until filled with first review of resumes on **Monday, March 25, 2019**. To be considered for this exceptional opportunity, please submit an electronic version of your resume (including dates of employment, plus staff and budgets managed), cover letter, and the names of six professional references (two each of current or former: supervisors, direct reports, and colleagues) to: <https://secure.cpshr.us/escandidate/JobDetail?ID=435>

For more information contact:



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which, the most qualified candidates will be referred for interviews with the City. A final selection will be made upon completion of comprehensive reference and background checks.

